

Electronic Acknowledgement Receipt

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Application Number:	10741518
International Application Number:	
Confirmation Number:	4428
Title of Invention:	METHODS OF MONITORING COMMUNICATIONS SESSIONS IN A CONTACT CENTRE
First Named Inventor/Applicant Name:	Patrick Hession
Customer Number:	23644
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Filer Authorized By:	William M. Lee
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Application Type:	Utility under 35 USC 111(a)

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Payment Type	Deposit Account
Payment was successfully received in RAM	\$1510
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Authorized User	
The Director of the USPTO is hereby authorized to charge indicated fees and credit any overpayment as follows: Charge any Additional Fees required under 37 C.F.R. Section 1.20 (Post Issuance fees)	

File Listing:

Document Number	Document Description	File Name	File Size(Bytes)/ Message Digest	Multi Part /.zip	Pages (if appl.)
1	Issue Fee Payment (PTO-85B)	95340issuefee10202008.pdf	44480	no	1
			d2547ED75edae78d3e6ed2f6edf6c6abf1628		

Warnings:**Information:**

2	Fee Worksheet (PTO-06)	fee-info.pdf	30340	no	2
			172b2e8600584e6dbff1b3a2a5c4c40059f3534		

Warnings:**Information:**

Total Files Size (in bytes):	74820
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New Applications Under 35 U.S.C. 111

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

National Stage of an International Application under 35 U.S.C. 371

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

New International Application Filed with the USPTO as a Receiving Office

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.